

## **Terms & Conditions**

### **Outdoor Adventures**

All UK adventures are provided by Bee Free Outdoors, where safety is always the priority for any participants. We take every reasonable care to ensure participants are safe and looked after, however, it is the participants responsibility to also take care and listen to any advice given to ensure both individual and group safety. Participants who book an event are expected to be physically able to do that event. We can only help, support, and encourage as much as is reasonably possible and often there will be timing limits or safety issues that could mean a participant is not able to complete the event.

We are fully insured to undertake the outdoor activities and have relevant and up to date First Aid qualifications too. Payment must be made in advance and refunds are only available in exceptional circumstances.

The cost for any hikes, trips or challenges is primarily for the qualified and experienced guiding provided for the hiking activities. There is also an administration cost for each trip that varies depending on the type of event which covers fixed overheads (e.g. Insurance, website, first aid, office) and over costs (e.g. marketing, organising logistics, emails, texts, social media). On the limited events where we offer a transport option, this is effectively on a 'car share' basis where we have a trusted volunteer driver and any additional costs go to help cover fuel and no profit is made.

### **Booking and Payments**

1.To confirm your booking, you are required to pay the full cost of your chosen hike, guided walk, or activity if the activity is less than 60 days away. If the activity is more than 60 days away then a deposit 30% of the total cost is payable. Once I receive your payment and booking form the contract between us will become binding.

If the final balance is not paid by the 60 days before start date of the activity then I reserve the right to cancel the booking without refund of the deposit paid.

Payment will be accepted by: -

- Bank Transfer – Details of which are on the booking form emailed to you on request.
  - Online Payment through my website via PayPal – please contact if using international cards as they are subject to a 2.9% charge
2. Debbie Fisher at Bee Free Outdoors will work with participants for payment schedules, where appropriate, for longer trips at her discretion. There may be dated payment schedules sent out upon enquiry for these.
3. After booking, you have 24 hours in which to change to another event or cancel your booking. If you cancel within 48 hours you will receive a full refund. After the 24-hour period, your deposit or payment becomes non-refundable. This includes altering the date event.

### **I strongly recommend you take out cancellation and curtailment insurance.**

Cancellation of Booking by you- The participant

4. Any cancellation must be notified in writing/email by the person who made the booking. If you cancel your activity:

- a) More than 60 days prior to the start date, I will offer an alternative date for your chosen activity, or a full refund minus 30% of the full cost of the activity if this has been paid in full - applicable to one day bookings.
- b) More than 10 weeks prior to the start date for activities with accommodation, more than 2 days as a block or international trips, funds overpaid passed the payment dates given at the time of booking will be given a

refund of the applicable amount. There will be no refunds for deposits or payments made by the dates given during the booking process.

c) Less than 4 weeks before the start date or on or after the commencement of the activity, no refund will be payable.

d) Less than 10 weeks for accommodated, two or more days block bookings or international trips, no refund will be payable.

e) If you have paid a deposit only, this is non-refundable at any stage.

f) Any verbal reservations will be held in good faith and subject to the above terms.

#### Changes or Cancellation by Bee Free Outdoors

5. Before you enter a contract with me, I reserve the right to change any of the facilities, services or prices described on any social media, emailed information brochures or website. I also reserve the right to cancel the activity or course. For example, if the minimum number of participants required for a trip is not fulfilled, I may have to cancel your activity. It is unlikely I will have to make any changes to your activity; however, I do plan the arrangements months in advance. Any changes are usually very minor, and I will advise you as soon as possible. If a major change becomes necessary, I will inform you as soon as reasonably possible if there is time before your course begins.

A major change is an alteration of the start or finish time of your activity by more than 12 hours, or a significant change of event location. When a major change or cancellation occurs, you will have the choice of either accepting the change of arrangements, purchasing another available activity from me, or cancelling your activity. I will refund all payments made directly to me in respect of the course cost should you choose to cancel. I will not however be able to refund any personal expenses you may have incurred because of your booking such as travel and transport payments, travel insurance, accommodation, equipment purchases, visas, vaccinations etc.

#### Safety

6. If I am required to cancel due to weather circumstances making the activity unsafe to continue, I will re-arrange dates to suit, there will be no refunds applicable. I may at the most discretionary of times issue a partial refund where no reasonable reschedule can be fulfilled.

7. Bee Free Outdoors reserves the right to vary walks or events from the specification set out in the confirmation. This is most likely to be a weather-dependent action, or ability within the group for safety reasons. I will aim to keep an event as true to the booking as possible.

8. Under 18s must be accompanied by a parent or legal guardian throughout the event to be able to participate.

9. All bookings are made on the basis that customers will observe the safety instructions provided by Debbie at Bee Free Outdoors and her staff. To ignore these instructions, you do so at your own risk. The word of the instructor/leader/guide is final and no responsibility will be liable by Bee Free Outdoors/Staff should instructions be ignored.

10. Bee Free Outdoors reserves the right to exclude customers from an event if they are not adequately prepared, or their actions will jeopardise their own, other customer's, or the instructor's safety.

Bee Free Outdoors also reserve the right to exclude a customer if their attitude is aggressive or offensive. If you leave an event part way through and you and the guide are happy with the action, then the guide's duty of care over you ends there.

11. You the participant confirm that you will not attempt to repair, modify or tamper with any equipment provided to you for any purpose whilst engaging in any activity and will comply with all instructions in relation

to the safe and proper use of such equipment. You will not use your own safety equipment unless checked over and agreed by Debbie at Bee Free Outdoors or her staff.

12. Bee Free Outdoors accepts no responsibility for customers' personal property that may be lost or damaged during the event. This includes property left in the leader's car during an event.

12. Participation in adventurous activities entails some risk of injury and death. Debbie Fisher at Bee Free Outdoors and any staff employed by her are trained and appropriately qualified to run activities and courses, they will always proceed in a manner to limit the risk of injury. However, customers need to accept that accidents and injuries can happen. To participate in the event, you will need to read my disclosure and sign the acknowledgement of risk.

#### Prior to Activities

13. In the case where the organiser is not participating in the event, it is the organiser's responsibility to pass on all information to the participants (kit list, terms and conditions, and event information).

14. Bee Free Outdoors responsibility for you on the event begins at the designated meet point on your event itinerary. Bee Free Outdoors takes no responsibility for getting you to the beginning of the event.

14. By signing and completing a booking, you consent to Bee Free Outdoors using any media (including photographs and/or video footage) made of you during the event which may or may not encompass property rights belonging to you. These images may be used by Bee Free Outdoors for publicity and training purposes including, but not limited to, websites, marketing material, and in the media. If you do not wish for your image to be used, you must inform Bee Free Outdoors before the event.

15. By completing the booking, you consent to your contact information being held by Bee Free Outdoors. This information will not be passed on to third parties. Your information and that of your emergency contact will, however, be passed on to the appropriate staff running the event. Bee Free Outdoors will destroy your details after 12 months of the activity.

15. By completing a booking, you are agreeing to the above terms and conditions.